

## Job description

### *Information Technology Project Manager I*

The Mississippi Department of Information Technology Services (ITS), Telecom Services Division, is seeking qualified persons for the role of Telecom Customer Service Representative. Customer Service Representative's (CSR's) are responsible for performing needs analysis based on customer and internal support inputs. CSR's take an active role in projects for various complex telecommunications projects that may involve diverse members to include the customer, vendor partners, internal staff, and cross-divisional areas. The incumbent will primarily work in the Customer Service area and be assigned projects associated with voice and data network implementations. Additionally, the incumbent serves as a liaison between the customer and ITS, working directly with vendor partners, customer contacts and internal staff to ensure that projects are delivered on time and within the customer's expectation.

### *Key Responsibilities*

- Research and analyze data to prepare work order items for the services needed
- Submit work orders to Network Programmers, technicians, and billing departments
- Submit requests to vendors
- Customer needs assessments, service orders, reports, project management, and inventory verification
- Provide assistance to State agencies and vendors in analyzing issues, provide solutions, and training
- Assist in design of test data to ensure resulting system meets client needs
- Perform various levels of application testing and ensure system produces correct results
- Respond to end-user questions concerning telecommunication services and requirements
- Perform related or similar duties as required or assigned.

### *Required Skills*

- Good organizational and management skills with an in-depth understanding of the telecommunications industry
- Self-motivation and the ability to work independently -Project management skills
- Background in AT&T and C-Spire products, services, and support processes is an added benefit
- Ability and desire to help clients by answering questions and resolving problems related to telecommunications services including, but not limited to, voice/data connectivity, long distance access, and conferencing options.

***Qualifications***

Bachelor's Degree and 4-7 years of relevant experience.

***Benefits:***

- Insurance: Health, Life, Dental, Vision, other supplementals.
- Paid Time Off/Holidays
- Retirement Plan
- Employee Assistance Program
- Remote Work Policy for eligible employees

***Job Type:*** Full-Time (8 AM to 5 PM, Monday-Friday)

**Salary:** \$44,954.11-\$59,002.27

Interested applicants should email their resume and/or a State of Mississippi Application to [recruiting@its.ms.gov](mailto:recruiting@its.ms.gov) and include the position title in the email's Subject Line.